

**CITY OF AUBURN
TELECOMMUNICATIONS COMMISSION**

**Thursday, Feb 10, 2005
4:00 p.m. to 5:30 p.m.**

Auburn City Hall
Room 10, 2nd floor
1225 Lincoln Way, Auburn, CA 95603

Meeting Minutes

1. ROLL CALL AND DETERMINATION OF A QUORUM

Glenn Tonkin, Mark McDonald, Scott Barrow and Mike Malvey were in attendance. Also, Teresa Schredl and Alec Stier (new Commission candidates were present). Meeting was called to order at 4:03pm.

2. AGENDA APPROVAL

Motion to approve the agenda made by Glenn, seconded by Scott.

3. PUBLIC COMMENT

There was no public comment. However, Dean Henderson from Starstream was in attendance.

4. APPROVAL OF MINUTES

Mark made the motion to approve the minutes from January 27, 2005, this was seconded by Scott.

5. BUSINESS

A. Starstream Communications:

Dean Henderson gave an update on the Starstream upgrade. Essentially, everything is on schedule per the timeline, if not slightly ahead. Currently, Starstream has been working on installing new fiber optic cable between the Penryn node and Auburn head end off of Mt Vernon Rd. Cable lashing is currently underway. There are some old poles (used for lashing the fiber cable) that need to be replaced behind the head end, however Dean indicated that these would not impact the upgrade schedule. The Rocklin – Penryn – Auburn fiber line upgrade will be complete by the middle of March. The 1st 11 nodes will be activated by June. This is section 1 of the upgrade grid map supplied to us by Starstream late last year. This area is more commonly referred to as “South Auburn.”

Overall notifications will proceed with door hangers in the neighborhood as Starstream proceeds and activates each section of the grid. Glenn also requested that this information be posted on the local access channel, CH. 19.

Scott asked about the overall condition of the infrastructure and Dean indicated it was in good shape.

Dean also indicated there are potential changes forthcoming with regards to the programming on the analog system. Due to some potential shifts in the channel lineups and availability of spectrum, we could see the TCM channel back in the lineup. Stay tuned.

A customer complaint was received from Heidi Yanez on Feb 10, 2005. Her complaint centered on the lack of finding a live person to discuss her problem with at Starstream. The complaint was reviewed by the Commission and Dean Henderson. However, her complaint did not state exactly why she was calling Starstream in the first place. Glenn also shared with Dean a number of customer complaints that the Commission had reviewed late last year and earlier this year with regards to: busy signals when calling the customer service number, long hold times and a customer service rep who was apparently very rude. Glenn did state that he made a test call into Starstream and was handled very professionally. Dean stated that 8-9 new customer service reps had been hired and that 3 of the new reps would be working out of the new Auburn office, when they find the space.

Glenn asked for an update on the office space and Dean stated that they were still actively looking, but still had not found a suitable location. Their goal is to have a location that will not only handle customer service issues but also a place to park their maintenance trucks and cable reels.

Dean indicated that there were some personnel changes taking place. Jeff Even has left Starstream due to health reasons and will be replaced by Sandy Steward, VP of Customer Service.

A WIFI (Wireless Fidelity) 10 Mhz link trial will be established between the Auburn head-end and City Hall the week of Feb. 15th.

VOIP – Voice over Internet Protocol is still being discussed from an implementation standpoint and will be announced at a later date.

B. Quarterly Report to City Council

1. Glenn initially was scheduled to give his quarterly update to the City Council on Feb 28th, however that date has now been pushed out and is scheduled for March 14, 2005. Glenn will be using the Starstream status reports for the basis of his presentation.

C. ACTV Update - Starsream upgrade needs to go with initial ACTV design and tie-ins. Jan McDonald is working on production of programs with previously announced grant monies (\$6000). First up, a program on the elderly and how public transportation impacts their daily needs. Other programs will follow addressing issues with the handicapped and children.

6. CORRESPONDENCE – None

7. INFORMATION AND ANNOUNCEMENTS BY COMMISSIONERS – We again would like to thank Tom Maguire and Mike Malvey for their time and energy over the past four years. We will miss their depth and technical understanding that they brought to the Commission.

Teresa Schredl and Alec Stier are on the City Council agenda for approval on Feb. 14th. Welcome aboard!

Scott Barrow indicated he'll be out of town on business for the next 30 days.

8. AGENDA ITEMS, DATE, AND TIME OF NEXT MEETING

Next proposed meeting on regular schedule – March 10, 2005 - Time: 4:00 pm. The Starstream upgrade will stay on the agenda until completion.

9. ADJOURNMENT – Meeting was adjourned at 5:26pm.